

## Cardholder Responsibilities

\*Cardholders should review the PCard site routinely to check for updated procedures, the site is subject to change as the program evolves.

This information is to be used as a reference for cardholders. Any additional information can be requested from the PCard office by using the service account email address at [pcard@louisvilleky.gov](mailto:pcard@louisvilleky.gov).

## Expense Reports

- Available Expenses (open transactions) must be attached to an expense report in order for them to be submitted.
- Transactions can only be attached to a report that falls within the same cycle period as the posted date of the transaction.
- Please review schedule and guidelines for processing reports can be found under Quick Links on our PCard website: <https://louisvilleky.gov/government/management-budget/louisville-metro-pcard-program>

## Expense Processing

- Transactions that are to be processed are selected from the Available Expenses page.
- Available Transactions must be assigned and processed to a report within 5 days. The expense report of transactions should be submitted for approval prior to the cycle end date in which the expense posted to Concur.
- Transactions that a cardholder wants to dispute must be reported to PCard office and US Bank within 60 days of the transaction date.
- Expense reports may be returned by the PCard office for additional information. Reasons for most returned expense reports and transactions include an insufficient business purpose, a non-itemized receipt, or discrepancies between the transaction and the information provided by the cardholder. Cardholder's must review their account regularly to ensure these issues are addressed.
- Cardholders are also responsible for ensuring the goods or services purchased are received and must resolve any issues with the vendor.
- Expense Processing requires the following information to be entered by Cardholder: Attaching receipt, entering business purpose, and allocating expense to proper funding source.

## Receipts

Receipts should be itemized and typically contain the following:

Vendor Name (invoice should contain vendor name showing in Concur)

- Item Description
- Quantity, if applicable
- Dollar Amount of each line item purchased
- Total dollar Amount with shipping/handling, when applicable
- Ship to Address (for goods) or Service Address (for services)

**The Missing Receipt Affidavit form does not substitute for a receipt** – it may be used if a receipt is lost or unable to be obtained. However, the use of the form will be recorded and repeat offenders could face revocation of their PCard.

## Business Purpose

The business purpose should provide a clear explanation of why the purchase was made, who benefits from the purchase and where the item is located, if applicable. The business purpose field is limited, so use the comment field or attach supplemental docs to the transaction with your receipt. Below are some examples of information needed for certain purchases. The business purpose for office supplies, can be entered as Office Supplies.

For example:

- Replacement of broken chair for Jane Doe
- Materials for repair of sink at Seneca Park restroom
- Board games for children's programming at SW Library
- Food for Event/Meeting name, public purpose served, List of attendees if not an open event. A flyer is acceptable documentation for the event and may be attached.

## Funding Allocation

- Allocation is the process a cardholder uses to set the funding source where the transaction will be applied. A funding source consists of fund, department, division, unit activity, and account codes. Capital funds are not permitted for use at this time.

## **Card Security/ Possession**

Metro's PCard is to be protected by the same safeguards that are applied to the security of a personal credit card. The cardholder is to keep the card secure at all times. Because all work spaces are not equipped in the same fashion, it is left to the discretion of each cardholder to determine where the most secure place would be depending on the specific nature of their responsibilities and the constraints of their physical work space. Cards found to be in the possession of someone other than the cardholder are subject to cancellation.

- Additional card security measures include:
- Do not copy the card or write the card information in another location.
- If a vendor requests the 16 digit card number and other card information on a form for ordering purposes, redact the information from any paperwork that is kept on file.
- Card information should never be sent as plain text in the body of an email.
- Card information should never be faxed.

If the cardholder is not executing his/her responsibilities as stated and required in the policy and procedures, it could lead to audit findings. The severity of these findings could lead to revoking the use of the PCard.